

NETWORK MANAGER REPORT



OCTOBER 2005

SUBMITTED BY Winn McInnis, General Manager

OVERVIEW

Operations

In the height of renewal season, October has set some new records for electronic licensing with some of our agency partners. Adoption rates continue to increase year-over-year, encouraging state agencies to consider more web based services.

Highlights during the month were:

- Home Builders Licensure Board has experienced a very strong adoption rate with this year's licensure season. The Board proclaimed that this is the first year they have ever had over 750 licenses processed and finalized prior to their October board meeting. Currently, the year-to-date adoption for this application is over 30 percent.
- In previous quarters, the merchant service application for the Department of Industrial Relations has experienced a high level of key stroke errors during the electronic check process. Wrong numbers in the account field will cause the transactions to fail and return back for reconciliation. In an effort to correct the problem, AI added a double verification requirement to the account number fields. This resulted in an 80 percent decrease in returned transactions for this application in the 3rd quarter.
- The Real Estate Appraisers Board experienced an adoption rate of over 40 percent. The board is especially proud of this achievement, due to this being the applications first year in production.
- Alabama Interactive has received positive feedback from the upgrades to the Board of Pharmacy's web applications. The board currently offers all of their active licensees the ability to renew online.
- The inactive license renewal for the Home Builders Licensure Board was placed into production in October. This makes the third license renewal available for home builders online.
- Alabama State Board of Examiners in Speech-Language Pathology and Audiology has been very pleased with the results from the first month of their online renewals. In the first month, over 30 licensees have renewed electronically.

Marketing

Keith Johnson, Alabama's eGovernment Project Manager attended this year's partner conference hosted by NIC. The conference was held in Chicago and had a record turnout. Each state presented applications that have made positive impacts in regards to efficiencies, features and benefits. Alabama presented the benefits of the Group Online Verification application developed for the Board of Nursing.

With the recent Best of the Web recognition from the Center for Digital Government, Alabama Interactive has begun the process to enhance alabama.gov in an effort to place in the top five in the nation for 2006. This redesign will have to encompass new technologies and efficiencies that enhance the experience of the users.

Customer Service

During the month of October, customer service has worked with several individuals in renewing their professional licenses and answering any technical questions that they may have throughout the process. This year's licensing season has experienced high adoption rates and is running very smooth. Customer service has been receiving positive feedback throughout the month for providing prompt assistance with license renewals.

Alabama Interactive worked with the State Treasury Department for the first week in October to assist in reconciling the eGovernment accounts for the 2005 fiscal year end.

Development

The development team deployed 1 new application and several large application upgrades and enhancements for the month of October. The developers also constantly monitor and maintain the web portal and servers that support the web-based applications.

On October 6, some of applications experienced intermittent downtime, due to a socket conflict, which made one of the application servers unresponsive for a short amount of time. The additional servers were able to maintain requests from the applications as they were processed, causing minor inconveniences to users who directed to the unresponsive server. The AI team, along with the NIC Technologies division quickly responded, working together to quickly correct the error. The Web portal (Alabama.gov) was unaffected by the error.

In regards to the portal, the development team is laying out the ground work for the implementation of RSS feeds. This would create efficiencies for the webmaster and make certain site updates more real-time.

PROJECT REPORT

COMPLETED!

Completed in 2002

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| Alabama Board of Nursing | <ul style="list-style-type: none">· Renewal of Registered Nursing License· Reactivation of a Nursing License· Reinstatement of a Nursing License |
| Alabama Department of Public Safety | <ul style="list-style-type: none">· Electronic Access to Motor Vehicle Records |
| Alabama Real Estate Commission | <ul style="list-style-type: none">· Renewal of Real Estate Licenses· Broker/Agent Certification |
| Alabama Secretary of State | <ul style="list-style-type: none">· Merchant Services |

Completed in 2003

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| Alabama State Banking Dept. | <ul style="list-style-type: none">· Renewal of Small-Loan and MiniCode License· Renewal of Pawn Broker License· Renewal of Mortgage License |
| Alabama State Bar | <ul style="list-style-type: none">· Membership Renewal |
| Alabama Board of Chiropractic Examiners | <ul style="list-style-type: none">· Renewal of License· Licensee Verification |
| Alabama Department of Conservation and Natural Resources | <ul style="list-style-type: none">· Online Hunting and Fishing Licenses· Hunting and Fishing Licenses/Point-of-Sale· Probate Court Point of Sale Hunting and Fishing Licenses· Oak Mountain Bow Hunt Registration· Outdoor Alabama Subscription |
| Alabama Department of Finance, Office of the CIO | <ul style="list-style-type: none">· Alabama State Portal |
| Alabama Department of Insurance | <ul style="list-style-type: none">· Merchant Services· Merchant Services for Provider Renewals |
| Alabama Board of Nursing | <ul style="list-style-type: none">· License verification and disciplinary status-Subscriber· Name and Address Change· LPN Renewal |
| Alabama Real Estate Commission | <ul style="list-style-type: none">· Instructor License Renewal |
| Alabama Department of Revenue | <ul style="list-style-type: none">· Sales, Use and Lodging Tax Filings· Refund Status for Individual Income Tax |
| Alabama Secretary of State | <ul style="list-style-type: none">· UCC (Uniform Commercial Code) Filings |

Completed in 2004

Alabama Board of Architects	- License Renewal
State Banking Department	- Deferred Payment Renewal
Alabama Department of Conservation and Natural Resources	- Bartram Canoe Trail Reservations - Becoming an Outdoors Woman Registration - Outdoor Alabama Store - Hunt Outdoor Alabama
Alabama Department of Environmental Management	- Waste Water Operator License Renewal
Department of Finance	- Alabama InTouch (Constituent Notification)
Alabama Home Builders Licensure Board	- Initial Application Download and payment - License Renewal
Alabama Department of Industrial Relations	- Merchant Services
Alabama State Motor Pool	- Fleet vehicle reservation
Alabama Board of Nursing	- Original Licensure by exam. - Licensee database search and download - Original Licensure by endorsement - License verification for individuals
Alabama Board of Pharmacy	- License Renewal
Alabama Public Service Commission	- Supplemental Motor Carrier Authorization
Alabama Real Estate Commission	- Mailing Labels - Continuing Education Providers Services
Alabama Department of Revenue	- Personalized License Plate Reservation - Local Government Report Distribution

Completed in 2005

Agency	Application	Description	Status
Alabama State Board of Chiropractic Examiners	Initial Facility Permit	This service allows chiropractic offices to apply for a facility permit.	This application is complete and in production.
Alabama Department of Environmental Management	"Smoke School" Registration	This application allows individuals to sign up for visible emissions training online.	This application is complete and in production.
Alabama Department of Industrial	Workers Compensation CE Registration	This application allows HR professionals to register for continuing education	This application is complete and in production.

Relations		classes.	
Alabama Department of Public Health	Children's Health Insurance Program Payments	This application allows payment of CHIP premiums by credit card.	This application is complete and in production.
Alabama Real Estate Commission	Continuing Education Course Renewal	This service allows renewal courses for continuing education credit.	This application is complete and in production.
Alabama Department of Revenue	Income Tax Extension Application	This service allows taxpayers to file a request for income tax extension.	This application is complete and in production.
Alabama Board of Registration for Foresters	License Renewal	This application allows licensed foresters to renew their license online.	This application is complete and in production.
Alabama Real Estate Commission	Change of Information	This application allows for the changing or updating of addresses and personal information	This application is complete and in production.
Alabama Plumbers and Gas Fitters Board	Merchant Services	This application allows online payment for license renewal.	This application is complete and in production.
Real Estate Appraisers Board	License Renewal	This application allows Real Estate Appraisers to renew their licenses online	This application is complete and in production.
Alabama Department of Environmental Management	Smoke School Fall Registration Updates	This application allows individuals to register for Smoke School courses online.	This application is complete and in production.
Alabama Board of Chiropractic Examiners	License Renewal Updates for 2005	Updates to last year's online licensing application	This application is complete and in production.

Alabama State Banking Department	Multiple License Renewal	This is an update to a pre-existing application for Banking	This application is complete and in production.
Alabama Board of Public Accountancy	License Renewal	This application will allow licensed CPA's and Public Accountants to renew their license online	This application is complete and in production.
Alabama Board of Nursing	LPN Renewals	This is an update to a pre-existing application for Alabama Board of Nursing.	This application is complete and in production.
Alabama Board of Nursing	Military Nurse Renewals	This application will allow military nurses to renew their licenses online.	This application is complete and in production.
Alabama Board of Architects	License Renewal	This is an update to a pre-existing application for the Alabama Board of Architects.	This application is complete and in production.
Alabama Board of Pharmacy	Institution (hospital) License Application	This an annual license application for institutions (hospitals)	This application is complete and in production.
Alabama Department of Conservation and Natural Resources	Marine Resources Point-of-Sale	This application is a redesign of the current Point-of-Sale application for use by the Marine Resources Division.	This application is complete and in production.
Alabama Board of Examiners in Speech-Language Pathology and Audiology	License Renewal	This service will allow for renewal of speech pathologist and audiologists licenses.	This application is complete and in production.
Alabama Department of Conservation and Natural Resources	Local Probate Update	This service allows local probates to add their fees to hunting and fishing licenses.	This application is complete and in production.

Alabama Homebuilder Licensure Board	Renewal of Inactive License	This application will allow those with inactive licenses to renew that status.	This application is complete and in production.
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IN TESTING.....

Agency	Application	Description	Status	Target Date
Alabama Department of Environmental Management	Phase II Storm-water permitting	This application allows for the submission of a construction watershed permit.	This application is on hold pending some agency discussion/decision.	May 2005
Alabama Board of Social Work Examiners	Online License Renewal	This application will allow persons licensed by the Board to renew their license online.	This application is in agency testing.	March 2005
Alabama Department of Public Health	Home and Community Health Payments	This service will allow credit card payment of home health services.	This application is in agency testing.	July 2005
Alabama Board of Nursing	Initial License for Advanced Practice Nurses	This service will allow Advanced Practice nurses to apply for licensure online.	This application is in testing.	September 2005
Alabama Board of Professional Engineers and Land Surveyors	License Renewal	This service will allow for Engineers and Land Surveyors to renew their license online.	This application is in agency testing.	November 2005
Alabama Public Service Commission	Annual Registration Application	This is an annual registration (RS-1) that is required before the supplemental (RS-2) application is used each year.	This application is in agency testing.	November 2005
Alabama Department of Industrial Relations	Unemployment Quarterly Tax Updates	Updates to application allowing for encryption of checking account information	This application is in testing.	November 2005

Alabama Department of Revenue	Trip and Fuel Permits	This application allows truckers to fill out their trip and fuel permits online	This application is in agency testing	November 2005
Alabama Department of Public Health	E.M.S. License Renewal	This service will allow E.M.S. professionals to renew their licenses online.	This application is in the pre-project planning phase.	January 2006
Alabama Department of Public Health	Provider Service Facility Renewal	This service will allow Provider Service Facilities to renew their licenses online.	This application is in development.	November 2005

IN DEVELOPMENT . . .

Agency	Application	Description	Status	Target Date
Alabama Board of Cosmetology	License Renewals	This application will allow persons licensed by the Board of Cosmetology to renew their license online.	This application is on hold until the next renewal period (July 2006).	July 2006
Alabama Homebuilders Licensure Board	Renewal of Expired License	This application will allow those with an expired license to renew after the deadline for filing.	This application is in pre-project planning.	December 2005
Alabama Board of Professional Engineers and Land Surveyors	Application for Exam	This service will allow those applying for licensure to sign up for examinations.	This application is on hold.	August 2006
Alabama Board of Professional Engineers and Land Surveyors	Licensee data download	This service will allow for the download of a file of mailing address labels for licensees.	This application is on hold.	December 2005
Alabama Department of Public Safety	Merchant Services	This application will allow credit card payments.	This application is in development.	May 2006

Alabama Real Estate Commission	License Transfer	This application allows the transfer of licenses.	This application is in the pre-project planning phase.	October 2005
Alabama Real Estate Commission	Original Licensure	This application will allow potential licensees to apply for a license online.	This application is in the pre-project planning phase.	December 2005
Alabama Licensure Board for Interpreters and Translators	License Renewal	This service will allow professionals to renew their licenses and permits online.	This application is in the pre-project planning phase.	January 2006
Alabama Department of Revenue	Tax Estimations Application	This service will allow citizens to pay their estimated tax online.	This application is in the project planning phase.	January 2006
Alabama Real Estate Commission	Certification Update	This service will allow citizens to verify that a broker is licensed in Alabama.	This application is in the project planning phase.	November 2005
Alabama Real Estate Commission	Business Address Change	Allows Businesses to change their address information online.	This application is in the project planning phase.	February 2006
Association of Mental Retardation and Developmental Disabilities	Case Manager Online Subscription Services	Allows case managers access to case management training services	This application is in the project planning phase.	December 2005
Department of Conservation and Natural Resources	Boat Registration	This service will allow citizens to register their boats online	This application is in the project planning phase	January 2006

SERVICE REQUESTS

There were no new service requests for October.

MONTH IN REVIEW

Total October AI Network Transactions:	200,740
Average Successful Request per Day:	6,475
Total October alabama.gov Visitors:	197,543
Total October alabama.gov Page Views:	1,404,354
Total October alabama.gov Chats or Offline Messages from Live Help:	801

OPERATIONS & ADMINISTRATION

Alabama Interactive is gearing up for 2006. Several proposals are in development for new and innovative services that some of our affiliates in other states have implemented in the last year. The portal is starting to lay out design updates and concepts for enhancements to the portal for the new year.

OTHER BUSINESS/IN CLOSING

In closing, October has been a productive month. Several applications have been updated and placed back into production for the renewal period. Agency testing is underway for several boards prior to public release of their new applications.

As always, your advice and support are appreciated.

Please feel free to call on me with any questions or comments.

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Respectfully Submitted,
Winn McInnis